

AMENDMENTS TO THE ABSTRACT

Please substitute the following abstract for the abstract now appearing in the currently filed specification:

A communications management apparatus comprising a networked computing means on which is provided a translation agent with access to usage data of a plurality of communications resources. A database is accessible to the translation agent to convert this to a common format. The translation agent is arranged to consolidate the usage data of a plurality of communications resources by consulting the database and converting system-specific data to data having the common format. A processing agent arranged to infer a duration for a communication event that does not have a recorded duration so as to calculate costs for communications events. A processing agent arranged to identify unknown addresses present in the usage data but not contained in the database so as to mark unidentified addresses for identification. Managing communications by determining costs associated with the use of communications resources.